



PERSONNEL AND  
READINESS

UNDER SECRETARY OF DEFENSE  
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MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS  
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DIRECTORS OF DEFENSE AGENCIES  
DIRECTORS OF DOD FIELD ACTIVITIES

SUBJECT: Additional Resources for Department of Defense (DoD) Civilian Employees  
and Families Affected by Hurricane Katrina

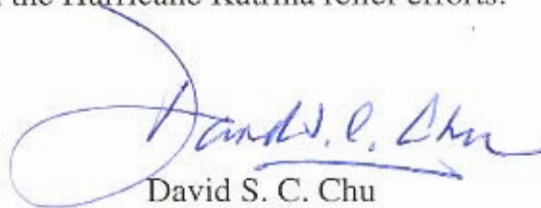
The Department is concerned for the well-being of our military and civilian personnel and their families affected by Hurricane Katrina. As part of our ongoing relief efforts, we have expanded access to counseling services for our civilian employees and their families. This face-to-face counseling service provides access to licensed, credentialed professional counselors to help individuals and families through this very difficult transition period. Each eligible individual may obtain up to six face-to-face sessions, provided appropriate professional staff and other necessary resources are available.

There will be no cost to DoD civilians and their families for this counseling service. The service can be centrally accessed through your civilian human resources offices or other offices you designate to serve as points of contact (POC) for DoD civilian employees. Your POCs should contact Managed Healthcare Network (MHN) on an as required basis to designate a qualified counselor. MHN can be reached at 1-888-755-9355, 24 hours a day, seven days a week. Components will be responsible for designating and publicizing POCs to ensure that our DoD civilian employees and their families receive the support services they need. Individual and group counseling sessions



are available and will be limited to six sessions per person (the attached Frequently Asked Questions provide additional information about this resource). This service is available to military personnel through Military-one source or the military installation Family Support Center.

We know that Hurricane Katrina has affected members of our DoD community. Thousands of lives have been touched and changed by this disaster. We want to ensure that our employees have access to resources that can provide support during this stressful time. I encourage you to disseminate this information as widely as possible, especially to employees directly involved with the Hurricane Katrina relief efforts.



David S. C. Chu

Attachment  
As stated

## **Frequently Asked Questions Face-to-Face Counseling Services**

### **How can I access this new Counseling Service?**

Component POCs can call 1-888-755-9355, 24 hours a day, seven days a week to reach a consultant who will provide a list of the names and telephone numbers of licensed clinicians located within 30 minutes of the employee's home.

### **What type of counseling is available in the six face-to-face sessions?**

The face-to-face counseling is limited to six sessions per person and addresses short-term concerns. It is not designed to address long-term issues such as child and spousal abuse, suicidal ideation and mental illness. Individuals in need of long-term treatment should be referred to medical care for services. The counseling service is a short-term problem resolution focused session. Generally, these have to do with:

- Grief
- Loss of home and possessions
- Financial loss
- Children's reactions
- New life planning
- Change of schools for children
- Improving relationships at home and at work
- Marital issues
- Other issues not Diagnostic and Statistical Manual of Mental Disorders (DSM) IV medically diagnosable, where individuals would benefit from individual or group counseling

### **How will the POCs arrange for local face-to-face counseling sessions?**

The Counseling Service utilizes a nationwide network of counselors. The POCs will obtain, from the Managed Healthcare Network (MHN), a list of counselors that best matches the needs of the employee. Generally, counselors are located within a 30-mile radius of the caller. Callers are provided with all necessary contact details and encouraged to connect with the face-to-face counselor as soon as possible.

**How long is the authorization for face-to-face counseling valid?**

Each authorization for face-to-face counseling is valid for 30 days.

**Can counselors be trusted not to report to supervisors?**

You can consider the counseling confidential; however, privacy does not extend to issues of mandatory reporting such as child abuse, spouse abuse, elder abuse or threats of harm to self or others.

**Are these counseling sessions free to employees?**

Yes. The sessions are prepaid by the Department of Defense contract. There are no out-of-pocket expenses to the DoD civilian or family member.